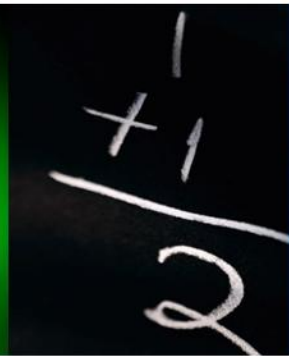


MENJELASKAN





Jenis-jenis Menjelaskan (Brown and Armstrong 1984; Gilbert *et al.* 1998)

- Penjelasan deskriptif, memberikan informasi tentang prosedur spesifik, struktur, proses atau arahan. Untuk menjawab pertanyaan “bagaimana?”
- Penjelasan interpretif, memaknai atau mengklarifikasi isu, makna atau pernyataan. Untuk menjawab pertanyaan “apa?”
- Penjelasan *Reason-giving*, menunjukkan hubungan kausalitas fenomena atau alasan dibalik tindakan atau peristiwa. Untuk menjawab pertanyaan “mengapa?”





Jenis-jenis Menjelaskan (Hargie)

- Penjelasan verbal;
- Ilustrasi: gambar, model, grafik, video;
- Demonstrasi; praktek atau menjelaskan melalui tindakan terutama berkaitan proses dan teknik

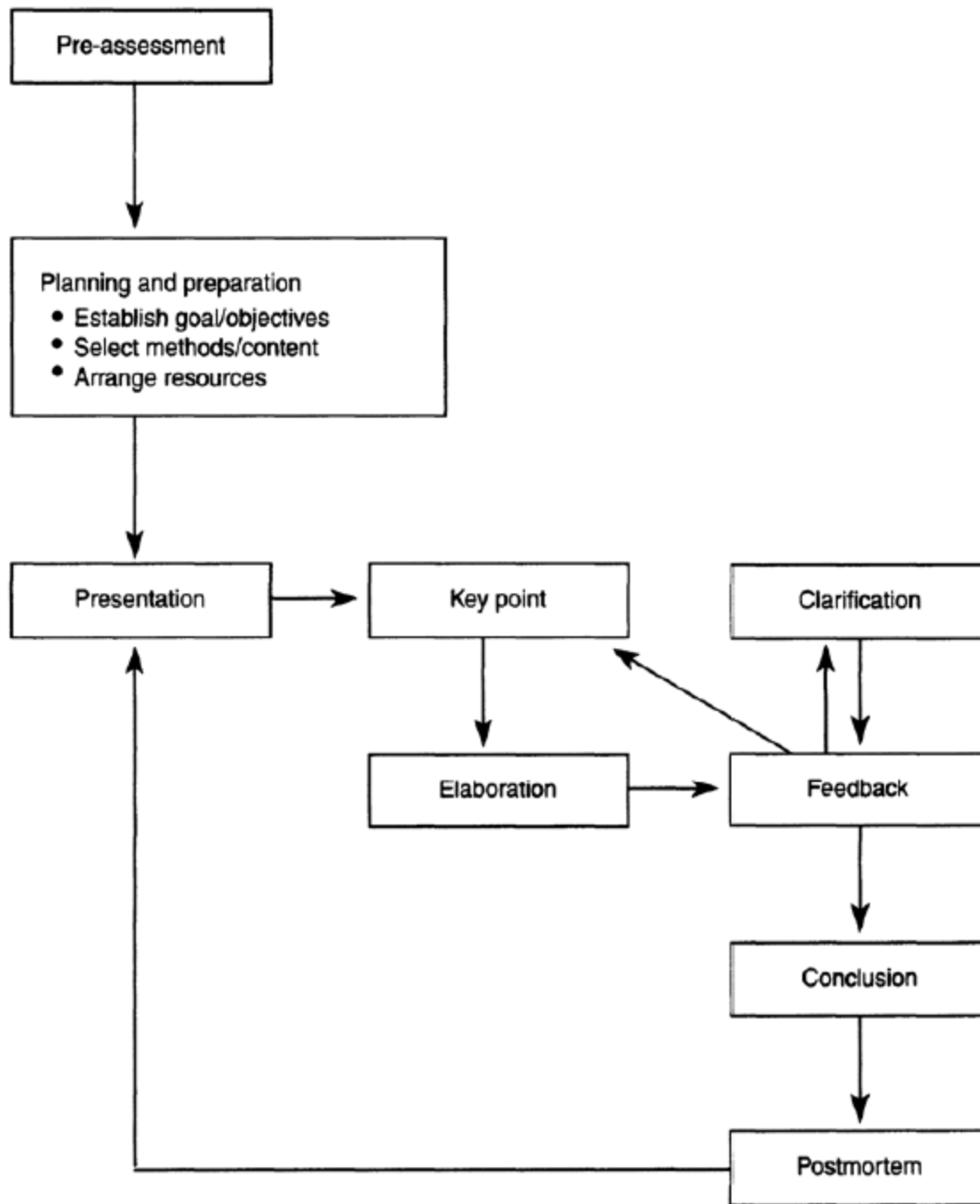




Fungsi menjelaskan

- Memberikan informasi ;
- Meringkas kompleksitas;
- Menggambarkan unsur penting fenomena tertentu;
- Mengklarifikasi ketidakjelasan dalam interaksi sosial;
- Menunjukkan opini berkaitan perilaku, fakta atau nilai tertentu;
- Mencapai pemahaman bersama;
- mempraktekkan ketrampilan atau teknik tertentu;
- Memperkuat orang lain melalui pemahaman;
- Pembelajaran;





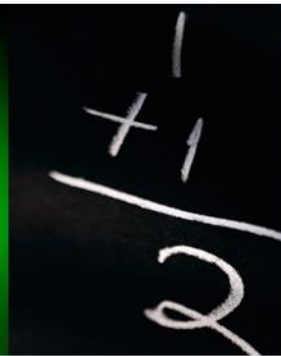


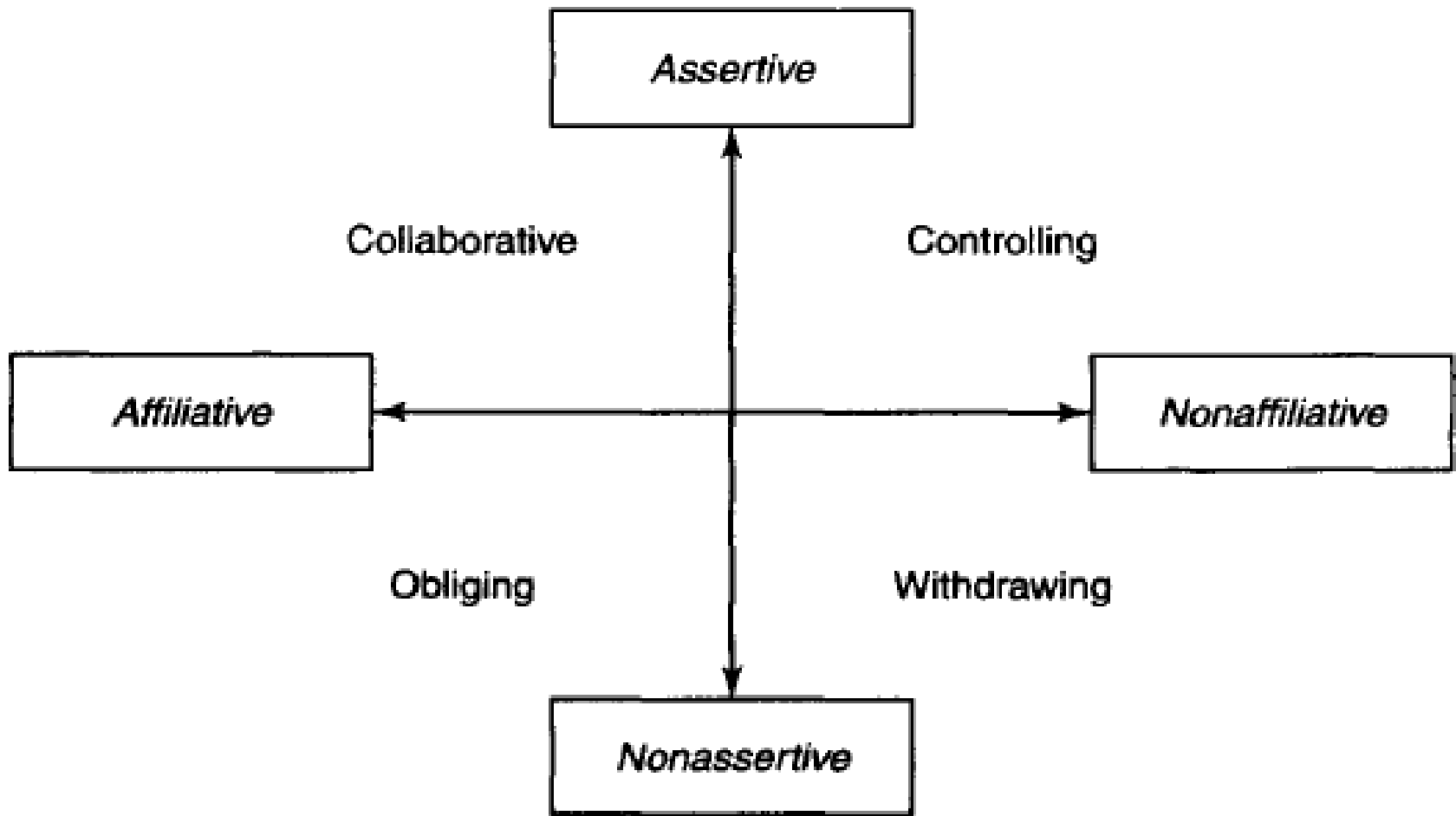
Gangguan dalam Menjelaskan

- ***Bergumam 'um'***
- **Ketidajelasan suara**
- **Hambatan artikulasi seperti pelat**
- **Gagap, kesulitan mengendalikan ritme dan waktu bicara**
- **Awalan yang kurang tepat, “mungkin anda sudah tahu”**
- ***Penataan kalimat yang kurang baik***
- **Frase pengulangan**
- **Keraguan**
- **Kekacauan— terlalu cepat berbicara**
- **Proyeksi suara kurang jelas seperti menggerutu**



ASERTIF







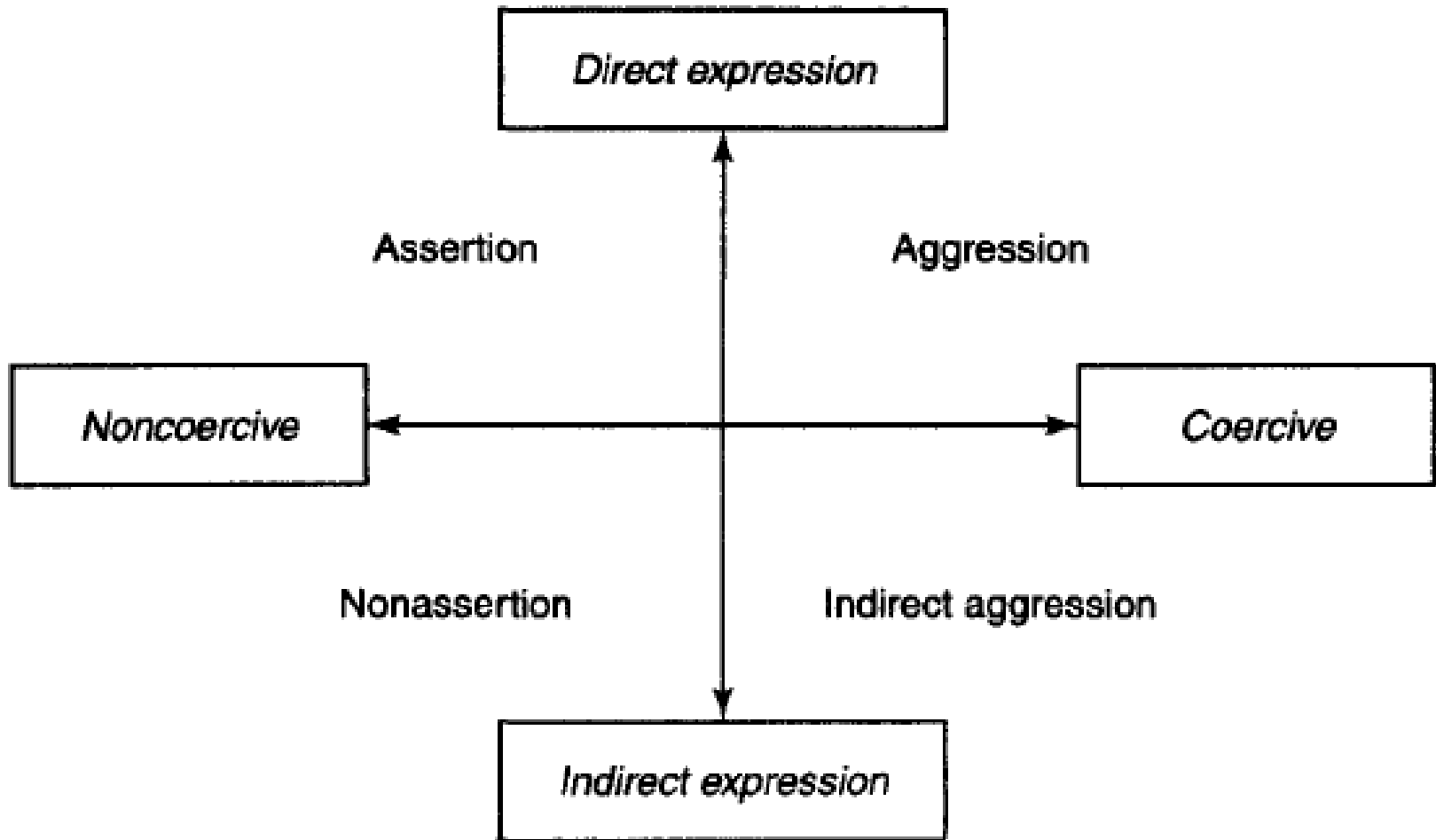
TIPE AGRESI

- *Physical aggression.* 'Given enough provocation, I may hit another person' 'If I have to resort to violence to protect my rights, I will'.
- *Verbal aggression.* 'I tell my friends openly when I disagree with them' 'When people annoy me I may tell them what I think of them'.
- *Anger.* 'I sometimes feel like a powder keg ready to explode' 'Sometimes I fly off the handle for no good reason'.
- *Hostility.* 'I am sometimes eaten up with jealousy' 'When people are especially nice, I wonder what they want'.





MERESPON





MERESPON

- ‘Hey, you, there’s no smoking allowed in this area. Either put out or get out!’ (Aggressive)
- ‘Excuse me, but do you realise that this is a No Smoking area? Cigarette smoke affects me quite badly, so I’d be grateful if you would not smoke here.’ (Assertive)
- Not mentioning your discomfort, and hoping that someone else will confront the smoker. (Nonassertive)
- Coughing loudly and vigorously waving a hand towards the smoker as if to fan the smoke away. (Indirectly aggressive)





TYPES OF ASSERTIVENESS

- *Basic assertion.* This involves a simple expression of standing up for personal rights, beliefs, feelings or opinions. For example, when interrupted, a basic assertive expression would be: 'Excuse me, I would like to finish what I was saying.'





- *Empathic assertion.* This type of assertion conveys sensitivity to the other person, by making a statement that conveys some recognition of the other person's situation or feelings before making the assertive statement. Thus an example of an empathic assertion to an interruption would be: 'I know you are keen to get your views across, but I would like to finish what I was saying.'





- *Escalating assertion.* Here the individual begins by making a minimal assertive response, and, if the other person fails to respond to this, gradually increases or escalates the degree of assertiveness employed.



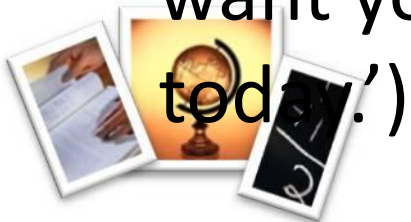


- Someone visited at home by a ‘pushy’ salesperson may use escalating assertiveness as follows:
- Level 1: ‘No, I’ve decided that I don’t wish to purchase any of these products.’
- Level 2: ‘No, as I’ve already said, I’m not buying any of them.’
- Level 3: ‘Look, I’ve told you twice that the answer is no. I’m going to have to ask you to leave now.’





- *Confrontive assertion.* This is used when someone does not do what had been previously agreed. It involves firmly reminding the person what was agreed, and contrasting this with what actually happened. The speaker then clearly states what the other person must now do (e.g. ‘You said you would have the report finished by Tuesday. It is now Thursday and you still haven’t produced it. I want you to have it completed by 4.00 pm today!’)





- *I-language assertion*. Here the speaker objectively describes the behaviour of the other person, how this affects the speaker's life or feelings and why the other person should change this behaviour. In the case of being interrupted, an I-language assertive response would be: 'This is the fourth time you've interrupted me in the past few minutes. This makes me feel that you aren't interested in what I am saying, and I feel a bit hurt and annoyed. I would like you to let me finish what I want to say' This statement also contains *You-language*, which tends to be perceived as blaming or accusing the other person and can result in defensive reactions.





negative reactions of others

- *Back-biting.* Making statements *sotto voce*, which the asserter ensures are overheard by the assertee ('Who does she think she is?' 'All of a sudden he's now Mr Bigfellow').
 - *Aggression.* Others may try to negate the assertion by using threatening or hostile behaviour in an attempt to regain dominance. They may also use apologetic sarcasm as a form of aggression ('I'm so terribly, terribly, sorry. How unforgivably rude of me to even think of asking you').





- *Over-apologising.* Apologies can also be genuine. Some people may feel they have caused offence and as a result apologise profusely. In such instances reassurance by the asserter is needed, showing that the apology is accepted and the deed now in the past.





- *Emotionality.* When someone who was formerly submissive becomes assertive, the recipient may react by becoming emotional. This can include temper tantrums, huffing or guilt-based accusations ('You don't love me any more' 'You've become very selfish. Can't you think of me at all?'). In extreme cases, when the new behaviour signals a potential change in the relational power balance, it can also result in assertee psychosomatic reactions (headaches, stomach pains, feeling weak). Again, an assertive response is required to deal with these.





- *Revenge-seeking.* The assertion may apparently be accepted but the person retains hidden resentment and a desire to 'get their own back'.





Asertif Protektif

- *Broken record.* Here the person simply makes an assertive statement, and keeps repeating it (analogous to the needle sticking on a broken record) until it is accepted by the other person. For example, to repeated pleas for a loan the individual may just keep using the refusal assertion response: 'No, I'm not going to give you any money'





- *2 Fogging.* Using this tactic the person verbally accepts negative criticism but clearly has no intention of changing behaviour. The idea here is that eventually the initiator becomes tired of getting no real response to the criticisms and eventually gives up.





- *Metalevel assertion.* As the name suggests, this involves an attempt to widen the perspective rather than sticking to a specific issue. One example of this approach, of moving from the particular to the general, would be where someone involved in an argument with a colleague says ‘We obviously are not going to agree about this, and I think this is typical of what is happening to our whole working relationship.’

